WHAT IS CLAIMED IS:

1   1.   A method for performance managing a service in a video and data

2   network comprising:

3   identifying one or more users receiving the service;

4   identifying a physical network transport in the video and data network for the

5   one or more users;

6   identifying a virtual network transport in the video and data network for the

7   one or more users;

8   monitoring performance data through the physical network transport and the

9   virtual network transport;

10   determining one or more threshold values for the one or more users' service;

11   and

12   determining if the performance data violates at least one of the one or more

13   threshold values.

1   2.   The method of claim 1, further comprising issuing an alarm if the

2   performance data violates at least one of the one or more threshold values.

1   3.   The method of claim 1, wherein monitoring the performance data

2   comprises monitoring real-time data.

1   4.   The method of claim 1, wherein monitoring the performance data

2   comprises monitoring nonreal-time data.

1   5.   The method of claim 1, further comprising storing the monitored

2   performance data.

1   6.   The method of claim 5, further comprising creating reports using the

2   stored performance data.

1   7.   The method of claim 6, further comprising issuing an alarm based on

2   the reports.

1   8.   The method of claim 1, further comprising identifying a set of users

2   impacted by the performance data violating the threshold values.

1   9.   The method of claim 1, wherein determining the one or more threshold

2 values comprises identifying a level of service for the one or more user's service; and

3   using the level of service in determining the one or more threshold values.

1   10.   The method of claim 1, wherein the service comprises a Digital

2 Subscriber Line (xDSL) service.

1   11.   The method of claim 1, wherein the service comprises a Very high bit

2 rate DSL (VDSL) service.

1   12.   The method of claim 1, wherein the video and data network comprises

2 a xDSL network.

1   13.   The method of claim 1, wherein the video and data network comprises

2 a VDSL network.

1   14.   A method for performance managing of a service in a video and data

2 network providing video and data services, wherein the network comprises a video cloud,

3 data cloud, and video/data cloud, the method comprising:

4   identifying one or more users receiving the service;

5   identifying a physical network transport for the video cloud, the data cloud,

6 and the video/data cloud for the one or more users;

7   identifying a logical network transport for the video cloud, the data cloud, and

8 the video/data cloud for the one or more users;

9   monitoring performance data through at least one of the video cloud, the data

10 cloud, and the video/data cloud physical and logical network transports;

11   determining one or more threshold values for the one or more users' service;

12 and

13   determining if the monitored performance data violates at least one of the one

14 or more threshold values.